Network Survey Insights

What we learned about the value and impact of the National Digital Inclusion Network from the 404 responses (representing 560 hubs) to the November 2023 Network Survey. This is an increase in responses from 314 in May 2023.

Support provided by hubs...

55% said **more than half** of the people they supported in the previous month **needed help with digital skills and confidence**

37% said **more than half** of the people they supported in the previous month **needed access to data or a device**

91% said that they **deliver other types of digital inclusion support in addition to Good Things services** [1]

71% said that being part of the **network has helped** their organisation to **deliver these other types of digital inclusion support** [1]

Satisfaction with Good Things' services...

Satisfaction is **higher** among hubs that are **currently using Good Things services:**

National Databank	**80%** are satisfied overall **−4%** decrease [2]	**91%** of those with an **active Databank** contract are satisfied
Learn My Way	**71%** are satisfied overall **+1%** increase [2]	**76%** of those who have **registered at least one user** are satisfied
National Device Bank	**65%** are satisfied overall **+4%** increase [2]	**86%** of those with an **active Device Bank** contract are satisfied
National Digital Inclusion Network	**86%** are satisfied with being part of the network **+2%** increase [2]	

[1] data from additional questions (n=273)
[2] from last network survey in May 2023 (n=314)

Impact of being part of the network for responding hubs...

78% able to **help a wider range of people** struggling to access or use the internet

78% able to **support more people to build their digital confidence and skills**

77% able to **support more people to access affordable internet**

"There is value in belonging to a national network in terms of learning from others, adding value through association when applying for funding & working with other organisations, understanding and being aware of the wider national environment & research etc...It's also just nice to get a sense of and belong to a national/local movement for digital equality." **Hub, South East**

Impact of being part of the network for the people supported...

73% able to **increase confidence and skills** of the people they support

71% able to **increase access to data** for the people they support

68% able to **motivate the people they support** to continue developing digital skills

"Everyone has told us that the [Databank] SIMs have been a great help to them and they can feel safe and secure knowing that they make call, check emails, apply for jobs, check their benefits online, bid for housing, children can do their homework with ease now with the support of the data." **Hub, Yorkshire & Humber**

"Most of our customer are using 'Learn My Way', we have seen a huge improvements with their digital skills. People are learning how to use different devices such as: computers and mobile. Through this process our customers are able to start trainings courses...etc." **Hub, North West**

Barriers to responding hubs supporting more people...

69% lack of **funding**

56% lack of **staff / volunteer time** to support digital inclusion

66% lack of **suitable digital devices**

"Lack of tablets/laptops is an issue especially for those seeking employment. I have known people complete courses working off their phones!" **Hub, Yorkshire & Humber**